

ABSTRACT

After a client or potential client accesses the web-site of a host organization and generates an e-mail to the organization, an e-mail sorting and routing system parses the meta-tags appended to the message to appropriately sort and route the message. The meta-tags specify the language of the client, i.e., the language in which the web-site was communicating with the client when the message was generated. The meta-tags also specify the topic, e.g. a product or service, about which the message was written. This information may be input by the client or ascertained from the content or purpose of the web-page from which the e-mail was generated. The messages are then sorted, first by language and then by topic. As a result, each message is quickly routed to a person qualified as to both language and subject matter who can respond to the client.

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